

ABSTRACT

The present invention provides a system and method for determining, distributing and implementing the best practice for performing a task, and for assessing deviations from
5 that best practice. A feature of the invention involves the identification of qualified reviewers from among workers who perform the task, in order to facilitate and expedite assessment of other workers' performance of the task, and to help prompt interest by other workers in learning and
10 implementing the best practice. Other features include rapid identification of best practices, which enables organizations to adapt their best practices as changes occur in the industry and in customer expectations. The systems and methods of the present invention are especially useful
15 in the context of organizations, such as insurance companies, whose workforces may be distributed over a number of offices.